

June 5, 2007

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th St., S.W.  
Washington, D.C. 20554



Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes  
CC Docket NO. 92- 105

Central Michigan 2-1-1 hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. Central Michigan 2-1-1 is limiting its comments to the status of 2-1-1 service in Michigan.

Central Michigan 2-1-1 currently employs five people and has provided 2-1-1 services for Jackson County since December of 2004. In addition, Central Michigan 2-1-1 recently received approval to provide 2-1-1 services to Clinton, Eaton, Hillsdale, and Ingham counties reaching a population of 665,101. The database of service providers used for making referrals has listings for 6,778 available services. In 2006 our 2-1-1 call center received 16,501. Since launching 2-1-1 service, Central Michigan 2-1-1 has received 58,307 calls.

In 2006, the most common reasons clients gave for calling Central Michigan 2-1-1 were utility bill payment assistance, Volunteer Income Tax Assistance (VITA) Program sites, and food pantries. Since 2005, Central Michigan 2-1-1 has been connecting callers with the VITA Program for tax appointments for low-income families in Jackson County in partner with Community Action Agency. During the holidays, Central Michigan 2-1-1 has assisted local churches and agencies by compiling lists of clients needing Thanksgiving or Christmas baskets, food, and toys for their children. During a follow up survey, one caller said "I was able to get my electric bill paid and food that I needed. You put me in touch with the right places!" 2-1-1 connects people with services.

Central Michigan 2-1-1 has worked closely with community partners, including Community Action Agency, Salvation Army and St. Vincent DePaul, and devoted significant time and resources to implementing and operating 2-1-1 service to ease access for people in need to information about health and human services and to support . We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its' authority to facilitate more widespread use of the service.

Sincerely,

A handwritten signature in black ink, appearing to read "Brenna Wheeler". The signature is fluid and cursive, with the first letter of each word being capitalized and prominent.

Brenna Wheeler  
2-1-1 Manager